

Chinese Information and Service Center

Information & Assistance Program

July 11, 2003



Trends

- Clients

younger in age (55-60)

higher education level

more knowledgeable

financially stable - mostly employed

LES

Trends (cont.)

- Needs

diverse and complicated, e.g. from personal financial management to victim's right

less case maintenance in nature

Trends (cont.)

- Service delivery format

paper forms to on-line application
manuals to web search
phone and email

- Foster client's learning and self-help potentials

Trends (cont.)

- Program change – use of technology

meet funder requirement, such as database tracking and management system

Trends (cont.)

web-based access for immediate client record retrieval, electronic filing and documentation from satellite office and off-site assistance for home bound clients

Emerging issues

- HIPPA : flexibility versus confidentiality
- Certification
Program standard and staff qualification
- Technology support and training

Budget

- 95% from contracts, 5% from agency allocation
- Currently no service fees for clients

Budget (cont.)

- More in agency allocation ratio expected in future due to increase in overhead and personnel costs
- Plans to generate funds from community and clients, e.g. CISC membership, materials fees to cover cost